

# Logging a defect with Treka Bus



## Contact Details:

T: 01484 400 889; Opt 3  
E: support@trekabus.com

## Opening hours:

Mon – Thu: 8:30am – 5:00pm  
Fri: 8:30am – 2:30pm

Calls are not answered outside of these hours.  
Emails will be seen at the beginning of the next working day.

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## Required information when reporting a defect:

### Vehicle ID (one of the following):

- Body number – found on a black and white label on the driver’s seat base.
- Registration number – If the reg number has been changed the body or chassis number will be required instead.
- Chassis Number – found on a black and white label on the driver’s seat base.

### Vehicle location information

- Full address for the location where the vehicle can be attended, including any special instructions.
- A full contact name and contact number at the location of the vehicle.
- Vehicle availability (when the vehicle is stood down and able to be attended).

Note: if the vehicle location changes at any time we will need to be informed.

### A detailed description of the defect

Full details of the defect including as much information as possible will help speed up the response you receive. The following kinds of information are always helpful:

- The specific component affected
- The nature of the defect and any specific conditions under which it presents
- Any warnings given by the vehicle
- Details of any checks already undertaken

Here are some examples of too little information and good information:

Too little information	Good information
The lights aren't working.	Nearside saloon lights aren't working. We've tried an electrical reset and this hasn't resolved the issue.
The door won't open.	The side door won't open from the driver's control panel but can be operated manually.
The heating isn't working.	The saloon heater is blowing cold air. We've checked the heater fuel cut-off and this hasn't resolved the issue.

### Next steps

We'll immediately log your case on our warranty system with all the details provided.

Firstly we may ask for some additional details on the defect, ask you to conduct some basic checks or have a member of our production team contact you to discuss the defect further. We always prefer to provide an over-the-phone fix as this is the quickest way to get your vehicle back in service.

If we can't resolve the issue remotely we will engage with an appropriate repair agent to attend the vehicle.